

DEPARTMENT OF ENVIRONMENTAL QUALITY

DIVISION OF ENVIRONMENTAL RESPONSE AND REMEDIATION

UST BRANCH FY 2004 GOALS

- I. Contaminated LUST sites will be cleaned to levels that are protective of human health and the environment.

Measures:

- a. Review and closeout 130 LUST sites between July 1, 2003 and June 30, 2004.^{CPM H5}
- b. Develop project schedules for state lead sites. Proceed according to project schedules toward site cleanup and closure.
- c. Increase the percent of confirmed LUST sites cleaned up and closed out.
- d. Participate in national MTBE work group. Monitor impact of MTBE on groundwater in Utah.

- II. Prevent releases of hazardous and toxic substances into the environment

Measures:

- a. For all subgoals under this goal, update report on progress towards goal quarterly.^{CPM H2 H5}
- b. Conduct or insure completion of leak detection inspections at 100% of the facilities throughout the state by June 30, 2004.
- c. 80% of inspected facilities in substantial compliance with leak detection requirements after 60-day inspection follow-up.^{CPM H2}
- d. 90% of inspected facilities in substantial compliance with operational requirements after 60-day inspection follow-up.
- e. Identify facilities that remain in non-compliance with release detection & operational requirements two months after the inspection date and initiate appropriate compliance actions.^{CPM H2}
- f. 95% of operational facilities have current Certificate of Compliance by June 30, 2004.

- g. Track effectiveness of various leak detection methods, including undetected releases, false alarms and inconclusive results.

III. Program development and continuous improvement for efficient and effective cleanup of LUST sites

Measures:

- a. Prioritize potential UST enforcement actions by July 31, 2003, and update priority list quarterly.
- b. Complete bids and contracts for two pay-for-performance projects by June 30, 2004.
- c. Support effort to draft legislation for 2004. Meet with stakeholder groups as required.
- d. Process claims through Executive Secretary signature within 30 days of receipt.
- e. To cost recover state money used to investigate, abate and /or cleanup LUST sites, where the RP is unknown, unwilling, and/or unable, increase the number of cost recovery actions initiated, funds recovered, and settlement agreements completed from the previous fiscal year.
- f. By March 1, 2004, develop a guidance document for project managers on the use of Natural Attenuation at LUST sites.

IV. Employees

- 1. Provide employees clear guidance and direction to successfully fulfill their responsibilities.

Measures:

- a. Negotiate performance plans, consistent with strategic goals and objectives, with specific measurable performance criteria for all staff, by June 30, 2003.
- b. Conduct informal 1 on 1 performance evaluations quarterly for all staff to discuss status of assigned projects to provide feedback and direction. Formal review by June 30, 2004.

V. Implement measures to allow for employee development

Measures:

- a. Develop a training needs list by October 1, 2003.
- b. Recognize staff for specific exemplary performance in customer service, individual

task accomplishments, teamwork, and support for Department Mission, Vision, and Operating Principles.

- c. If funding allows, provide training for all employees, appropriate to experience and need of each person, and provide at least one training opportunity for each staff member by June 30, 2004.

VI. Customer service

- 1. Improve customer service by conducting proactive public communication and education activities.

Measures:

- a. Publish bi-annual Newsletter by November 2003 and May 2004.
- b. Project manager visit small owner PST eligible sites within 30 days of receiving confirmation of release. Document visit and compile results. Report results quarterly.
- c. Each project manager will perform 15 site visits to LUST sites in order to provide customer assistance to owners.

VII. Determine and evaluate budgetary requirements to manage a viable UST program

Measure:

- a. Complete budget for staffing, equipment, travel and organizational needs by November 11, 2003. Review budget status within 30 days after the end of each quarter.

VIII. Enhance policy makers' (Legislature, other Elected Officials, and Boards) Understanding of Environmental Issues

- 1. Keep the Solid and Hazardous Waste Control Board informed of important and relevant information regarding the UST program

Measures:

- a. At each SHWC Board meeting, prepare relevant information for Board members on environmental policy issues.

IX. Coordination with local health departments (LHD) and local governments

- 1. Provide adequate oversight of local health departments.

Measures:

- a. Review contract performance with LHDs by December 1, 2003 and May 15, 2004.
- b. Conduct semi-annual inspector training by December 31, 2003, and June 30, 2004.